

**CONTROL SELF-ASSESSMENT BY THE
HOUSING & COMMUNITY SERVICES DEPARTMENT**

REPORT DATE: October 13, 2004

Report Number 2444

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**INTERNAL AUDIT DEPARTMENT
COUNTY OF ORANGE**

**Control Self-Assessment by the
Housing & Community Services Department**

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**COUNTY OF ORANGE
INTERNAL AUDIT DEPARTMENT**

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Transmittal Letter

Report No. 2444

October 13, 2004

TO: Paula Burrier-Lund, Director
Housing & Community Services Department

FROM: *FOR* Peter Hughes, Ph.D., CPA, Director
Internal Audit Department 

SUBJECT: Control Self-Assessment by the Housing & Community Services Department

Attached is Internal Audit's final report on the Control Self-Assessment by the Housing and Community Services Department. Thank you for your courtesy and cooperation.

Attachment

Other recipients of this report:

Members, Board of Supervisors
Members, Audit Oversight Committee
James D. Ruth, County Executive Officer
Foreman, Grand Jury
Darlene J. Bloom, Clerk of the Board of Supervisors
Andrew Munoz, Division Manager/Executive Director, HCS Special Programs
Karen Roper, Division Manager/Executive Director, HCS Office on Aging
Janine Boiarsky, Deputy Director of Administration, HCS Special Programs



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INTERNAL AUDITOR'S REPORT

Report No. 2444

October 13, 2004

Paula Burrier-Lund, Director
Housing & Community Services Department
1770 North Broadway
Santa Ana, CA 92706

The Internal Audit Department facilitated three Control Self-Assessment (CSA) workshops in the Housing & Community Services Department. One workshop was comprised of staff and management from the Special Programs Division. Two workshops were comprised of staff and management from the Office on Aging.

After each workshop, we provided the participants with workshop summaries showing their perceived strengths and concerns. As part of the process, team members worked with their management to prepare an internal action plan to address the issues brought forward during the workshop. We received copies of action plans from the workshops, which included items that had been initiated, planned, or were under development to address their issues.

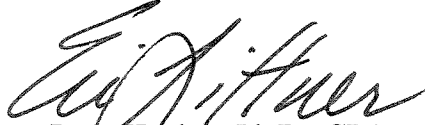
Following each workshop, facilitators ask participant teams to evaluate the CSA process by anonymously voting on five standard quality assurance statements. The participants reflected high ratings for the CSA process and their individual workshops as indicated by their voting. The average scores from the 32 participants evaluating the CSA process are shown below.

The participants vote by selecting a numerical rating from a scale of 1 through 7. A score of 7 indicates the participants strongly agree with the statement. A score of 4 indicates they neither agree nor disagree. And a score of 1 indicates the participants strongly disagree with the statement.

Evaluation Statement	Average Score
I understand the purpose of Control-Self Assessment.	6.66
The workshop helped to highlight issues significant to this team.	6.81
I was able to express my opinions freely.	6.47
The (Internal Audit) facilitators did a good job.	6.85
I would recommend this process to other teams.	6.88

If you have any questions or if I can be of further assistance, please do not hesitate to call me.

Sincerely,


 Peter Hughes, Ph.D., CPA
 Director, Internal Audit

Distribution: Pursuant to Audit Oversight Committee Procedure No. 1
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